

**REMARKS**

Claims 1-17 are now pending in the application. Claims 1, 7, and 12 are now amended. The amendments to the Claims contained herein are of equivalent scope as originally filed and, thus, are not narrowing amendments. The claim amendments are fully supported by the application as filed and do not introduce new subject matter. The Examiner is respectfully requested to reconsider and withdraw the rejections in view of the amendments and remarks contained herein.

**REJECTION UNDER 35 U.S.C. § 102**

Claims 1-8 and 10-17 stand rejected under 35 U.S.C. § 102(e) as being anticipated by Abdel-Malek et al. (U.S. Pat. No. 6,959,235) (hereinafter referred to as "Abdel-Malek"). This rejection is respectfully traversed.

In response to this rejection, the Applicants amend Claim 1 to include downloading the hint file prior to a request to order the part or an inquiry for the part is made to the parts catalog system, which is not found in the prior art. The Applicants do not believe this Amendment to include material not already presented in Claim 1 and merely amend Claim 1 for purposes of clarification.

As previously presented, Claim 1 included downloading a hint file to a parts ordering system and a parts catalog system. Whenever a request to order a part was entered into the parts ordering system or an inquiry for the part is made to the parts catalog system, the hint was displayed. In other words, the downloading was made so that whenever a part inquiry was made, the hint was displayed. That is, the

downloading occurred prior to the inquiry so that when the inquiry was made, the hint was displayed, as in Paragraphs [0016] and [0017].

The Applicants believe the Amended Claim 1 to be allowable because the Claim and the prior art differ. As best understood by the Applicants, Abdel-Malek includes providing a technician with access to information, such as a monitoring and diagnostic service center (MDSC) 20, following a request for the information. An expert repository 42 stores the MDSC information. Column 7, Lines 19-20. Abdel-Malek does not disclose, teach, or suggest that the MDSC 20 or expert repository 42 provide information prior to a request for the information. Instead, Abdel-Malek merely includes providing access to database information, which is common in the prior art.

In contrast, Claim 1 includes downloading the hint file prior to a request to order the part or an inquiry for the part to the parts catalog system prior to a request for a part. In other words, a technician is primarily requesting a part; and the hint file is automatically provided "whenever" such a request is made.

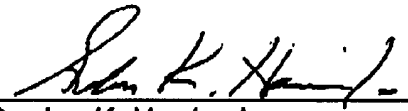
Therefore, Claim 1 is allowable because each and every element of Claim 1 is not taught, disclosed, or suggested in the prior art. Claims 7 and 12 are allowable for at least similar reasons as Claim 1. Claims 2-6, 8-12, and 13-17 ultimately depend from Claims 1, 7, and 12 and are allowable for at least similar reasons.

**CONCLUSION**

It is believed that all of the stated grounds of rejection have been properly traversed, accommodated, or rendered moot. Applicant therefore respectfully requests that the Examiner reconsider and withdraw all presently outstanding rejections. It is believed that a full and complete response has been made to the outstanding Office Action and the present application is in condition for allowance. Thus, prompt and favorable consideration of this amendment is respectfully requested

Respectfully submitted,

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